

BIIAB Level 3 Diploma in Retail Skills (Sales Professional)

It's not just about selling great products or services. The retail business sector values people with a positive attitude towards customers, themselves and other employees, who strive towards delivering the highest standards of quality and customer service. The retail apprenticeships have been designed to meet the demands of today's highly competitive market and offer development of skills across retail sectors including grocery, consumer, clothing and charity.

The Level 3 Diploma in Retail Skills (Sales Professional) is a flexible qualification designed to provide learners with an in-depth level of retail competence required by employers in the sector.

What does it comprise of?

To complete this qualification, candidates must achieve forty three credits. A minimum of thirty three credits must be achieved at level 3, of which:

- 10 credits will come from the mandatory unit in Group A
- A minimum of 23 credits must come from the Level 3 units in Group B
- A maximum of 10 credits can come from the Level 2 units and imported Level 3 units in Group C

Group A Mandatory Unit (10 credits)

Unit Title	Credit Value	Level
Work effectively and support others in a retail organisation	10	3

Group B Level 3 Optional Units

Audit stock levels and stock inventories in a retail environment	6	3
Source required goods and services in retail environment	10	3
Monitor and help improve food safety in a retail environment	11	3
Manage staff to receive goods in a retail environment	5	3
Organise and monitor the storage of stock in a retail environment	6	3
Maintain the availability of goods on display in a retail environment to promote sales	6	3
Manage the payment transaction process in a retail environment	9	3
Help customers to choose alcoholic beverages in a retail environment	10	3
Help customers to choose specialist products in a retail environment	8	3
Deputise for the leader of a retail environment	11	3
Contribute to the continuous improvement of retail operations within own area of responsibility	10	3
Manage the prevention of wastage and loss in a retail environment	11	3
Producing staffing schedules to help a retail team to achieve its targets	5	3
Monitor and support secure payment point use during trading hours	3	3

Group C Optional Units

Hand-process fish in a retail environment	6	2
Process greengrocery products for sale in a retail environment	7	2
Finish meat products by hand in a retail environment	9	2
Organise own work to meet a dough production schedule in a retail environment	10	2
Select, weigh and measure bakery ingredients	3	2

Hand-divide mould and shape fermented dough	4	2
Maintain food safety while working with food in a retail environment	6	2
Pick products in a retail environment to fulfill customer orders	4	2
Check stock levels and sort out problems with stock levels in a retail environment	2	2
Maintain moisture levels for crops or plants in a retail environment	2	2
Provide nutrients to crops or plants	2	2
Remove unwanted plant growth to maintain development	5	2
Identify and report the presence of pests, diseases and disorders	3	2
Finish bake-off food products for sale in a retail environment	3	2
Glaze, coat and decorate bake-off products for sale in a retail environment	3	2
Demonstrate products to customers in a retail environment	3	2
Provide a bra-fitting service in a retail environment	10	2
Advise customers on the fixing and care of tiles	6	2
Cash up in a retail environment	2	2
Promote a retail store's credit card to customers in a retail environment	3	2
Provide service to customers in a dressing room in a retail environment	3	2
Promote food or drink products by offering samples to customers	2	2
Help customer's to apply for a retail store's credit card and associated insurance products	4	2
Help customers to choose delicatessen products a retail environment	3	2
Portion delicatessen products to meet customer requirements in a retail environment	2	2
Merchandise plants and other relevant products	6	2
Demonstrate make-up and skincare products to customers at a beauty counter in a retail environment	4	2
Operate a customer record card system on a beauty counter in a retail environment	2	2
Organise the delivery of reliable customer service	6	3
Improve the customer service relationship	7	3
Work with others to improve customer service	8	3
Monitor and solve customer service problems	6	3
Promote continuous improvement	7	3

Assessment

Assessment takes place through evaluation of workplace performance, presenting evidence, witness testimony and questioning. A portfolio of evidence is produced which demonstrates that the candidate can perform to the level described. Participants will all have a Training Assessor who will help assemble the portfolio and prepare for assessment.

To complete the Apprenticeship in Retail Skills (Sales Professional) Level 3 learners must complete the following components:

- Level 3 Diploma in Retail Skills (Sales Professional)
- Level 3 Certificate in Retail Knowledge (Technical Certificate)
- Functional Skills: English Level 2 and Math's Level 2

Learners who achieve the Level 3 Diploma in Retail Skills (Sales Professional) can progress to the Level 3 Diploma in Retail Skills (Visual Merchandising and/or Management) or to higher vocational qualifications.

How long will it take?

There are no fixed periods for completion, however depending on experience most participants complete within 15 to 18 months

How to participate

Our centre will provide you with advice on how to access the programme, methods of delivery and eligibility for funding.

For more information please call: 0330 088 0888

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